



NC-TOPPS SNAPSHOT

Adult Consumers Crisis Service Utilization

For individuals diagnosed with a mental health and a substance abuse disorder, the path to improvement is increasingly difficult due to the compounded nature of their condition. This snapshot explores how individuals diagnosed with a co-occurring condition differ from those diagnosed with only a mental health disorder in crisis service utilization.

Chart Description. The charts to the right provide a cross sectional statewide glimpse of crisis services (phone contacts, crisis contacts, and emergency room visits) utilized by mental health and co-occurring adult consumers at intake, 3 month, and 6 month update.

Demographics.	Mental Health (At Intake)	Co-occurring N = 5,832
Caucasian Females	36%	30%
African Am Females	23%	17%
Other Females	4%	2%
Caucasian Males	21%	31%
African Am Males	14%	18%
Other Males	2%	2%
Top Diagnoses	Major Depression Schizophrenia	Drug Dependence Major Depression

At Intake. ER visits were the most frequently utilized service. Consumers diagnosed with a co-occurring condition had higher rates of phone contacts, crisis contacts, and ER visits than consumers diagnosed with only a mental health condition.

At 3 Month Update. Consumers reported lower percentages of crisis service utilization in comparison to intake. ER visits remained the most utilized service and co-occurring consumers had higher rates of utilization compared to mental health only consumers.

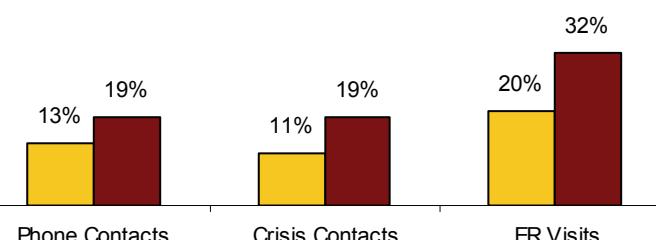
At 6 Month Update. Utilization percentages were consistent with 3 month update reports. ER visits remained the most utilized service and co-occurring consumers had higher rates of utilization compared to mental health only consumers.

Summary:

Over time, crisis service utilization decreased within both groups. ER visits was the service utilized most frequently. At each time point, consumers diagnosed with a co-occurring condition had higher levels of service utilization.

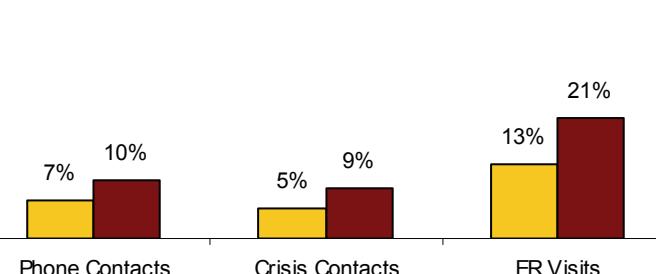
Past 3 Months Service Utilization At Intake

■ Mental Health (N = 22,628) ■ Co-Occuring (N = 5,832)



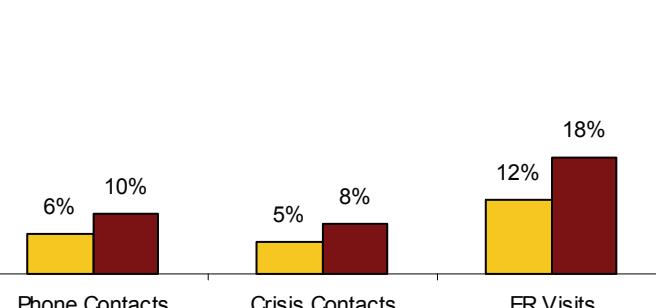
Past 3 Month Service Utilization At 3 Month Update

■ Mental Health (N = 5,702) ■ Co-Occuring (N = 1,057)



Past 3 Month Service Utilization At 6 Month Update

■ Mental Health (N = 4,672) ■ Co-Occuring (N = 723)



TIME PERIOD: INITIAL ASSESSMENTS CONDUCTED JULY 1, 2007–APRIL 2008

SOURCE: NC-TOPPS ADULT MENTAL HEALTH & CO-OCCURRING CONSUMERS REPORTS – STATEWIDE

* This report excludes methadone consumers.